

**Arizona Department of Health Services  
Division of Behavioral Health Services**

*This document is being provided as a reference document for offerors to prepare proposals for Behavioral Health Services Administration for Maricopa County.*

## **Logic Model for Network Sufficiency**

The Logic Model for Network Sufficiency uses data from a variety of different data sources to identify patterns, trends and service demands to determine what the network capacity or configuration needs to be.

### **Data Sources**

The first data source involves the administrative database and data extracts. This includes enrollment data, penetration rates, demographics information, timeliness of services, case file review standards 2, 4, 6, 9, and 21, and the cultural needs of the community. It also requires a description of the characteristics of the GSA by age group, gender, race and ethnicity, fund source and Title XIX eligibility, percent of AHCCCS enrolled clients who are also RBHA enrolled and by diagnosis. In addressing the cultural issues it also requires and identification of providers who offer special programs to address cultural issues, are tailored to minorities, offer translator services, provide bilingual staff, and require or provide training on cultural sensitivity.

The second source of data comes from the provider organization/structural information and practice patterns which includes, utilization patterns, network inventories and provider listings. This data identifies how many clients are receiving services by service category and subcategory, by population (SMI, GMH, SA, Child), the average number of units of service per client served and the average cost per client served in each category and sub-category. This data is analyzed using statistical methods by computing means and standard deviations. It also identifies how many providers and the numbers of staff providing services to the population. Trends or patterns in over and under utilization are examined and correlated with data that was obtained from consumer input in the first step of the analysis. The utilization, number of providers and staff are jointly examined to ensure that sufficient capacity to deliver the service exists.

The third data source is consumer input that is collected through Problem Resolutions, Grievance and Appeals and Consumer Satisfaction Survey data. This data is cataloged into population and service categories to identify pattern or trends in problems related to specific services. It is also necessary to examine the data elements to determine which population is involved.

### **Analysis Process**

When reviewing the different data sources the analysis process organizes data by RBHA, client population and by service category. This is used to assist in the identification of

patterns and trends in problems across data sources that point to concerns with accessibility or quality of particular services in specific populations or RBHAs. While it may not be necessary to have multiple data sources point to an issue, multiple sources confirm the extent or depth of the problem. The next phase of the process involves a problem analysis technique which involves a more in-depth look at the specific issue, identifying what is unique about the issue, population affected or in what circumstances the problems occur. The next phase involves developing hypothesis regarding explanations or possible causes for the specific deviation from expectation. This may involve looking at what is unique about the population affected or where the problem occurs compared to those similar situations in which it does not occur but has similar unique features or attributes. This information is carried forward and correlated with the information from all data sources. The final phase requires a synthesis of the findings from different data sources. The questions that need to be answered are: Do findings from the different data sources point to the same issue, problem and concern? Does the problem that was identified suggest network insufficiency issue or other issue? Based on these findings, a corrective action or other initiative may be required to address the issues.